

Decision 06-10-004 October 5, 2006

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Natalie Brandenburg,

Complainant,

vs.

Pacific Bell Telephone Company (SBC
California), doing business as AT&T California,

Defendant.

(ECP)

Case 06-07-004
(Filed July 11, 2006)

OPINION DISMISSING COMPLAINT

Complainant subscribed to an Internet Service Provider (ISP) and incurred toll charges when accessing her ISP. Complainant claims AT&T California changed the nature of that call from local to long distance for a brief period in August 2004, and then changed the nature of the call back to local. Complainant seeks to have defendant pay damages of \$1,000, though the charges at issue amount to \$110.04. On July 28, 2006 a refund check was issued by defendant to complainant for the amount of the billing dispute plus tax (\$118.73).

As we are limited to award reparations and not damages for improper charges of a utility and because defendant has refunded all charges at issue, we will dismiss the complaint.

O R D E R

IT IS ORDERED that Case 06-07-004 is dismissed.

Case 06-07-004 is closed.

This order is effective today.

Dated October 5, 2006, at San Francisco, California.

MICHAEL R. PEEVEY
President
GEOFFREY F. BROWN
DIAN M. GRUENEICH
JOHN A. BOHN
RACHELLE B. CHONG
Commissioners